



CITY OF DURHAM
Office of Public Affairs
101 CITY HALL PLAZA
DURHAM, NC 27701

News Release

News Media Contact:

Amy Blalock
Sr. Public Affairs Specialist
(919) 560-4123 x 11253
(919) 475-7735 (cell)
Amy.Blalock@DurhamNC.gov
<http://Facebook.com/CityofDurhamNC>
<http://Twitter.com/CityofDurhamNC>
<http://YouTube.com/CityofDurhamNC>

For Immediate Release: November 23, 2015

Durham Emergency Communications Center Earns CALEA Re-Accreditation

Durham One of Only Three N.C. Centers to Achieve Accreditation

DURHAM, N.C. – For the third consecutive time, the [Durham Emergency Communications Center](#) has earned international re-accreditation from the [Commission on Accreditation for Law Enforcement Agencies, Inc.](#) (CALEA).

The CALEA accreditation program required the Durham Emergency Communications Center to comply with state-of-the-art standards in four basic areas: policy and procedure, administration, operations, and support services. This most recent CALEA re-accreditation makes Durham one of only three centers in North Carolina, and one of only 86 centers in the United States, to achieve this recognition.

According to Durham Emergency Communications Center Director [James Soukup](#), achieving the CALEA re-accreditation for the third time in a row will continue to enhance the center's ability to provide overall public services in all aspects of communications. "CALEA re-accreditation strengthens an agency's accountability, both within the agency and the community, through a continuum of standards that clearly define authority, performance and responsibilities," Soukup said.

In addition to the CALEA re-accreditation, the Center also recently achieved [APCO Project 33 Certification](#) for its training curriculum by the [Association of Public Safety Communications Officials International, Inc. \(APCO\)](#). This re-certification is in addition to the [Emergency Medical Dispatch Accreditation](#) from the [National Academy of Emergency Medical Dispatch](#). The

Durham Emergency Communications Center was the first, and currently one of only three centers in the world, to hold these three accreditations simultaneously.

About the Durham Emergency Communications Center

The [Durham Emergency Communications Center](#) is the primary public safety answering point for the City and County of Durham. Guided by the City's [Strategic Plan](#), the Center helps to ensure that Durham is a safe and secure community by providing around-the-clock 911 access and services to the residents and user agencies in and around Durham County. Services include, but are not limited to, emergency and non-emergency requests for assistance; dispatch of police, fire, and emergency medical services; other city/county support agencies; and other duties as required. The geographic service area encompasses 296 square miles with approximately 250,000 residents. The Center has earned the internationally recognized APCO Project 33 Certification from the [Association of Public Safety Communications Officials International, Inc.](#); Emergency Medical Dispatch Accreditation by the [National Academy of Emergency Medical Dispatch](#); and accreditation by the [Commission for Accreditation of Law Enforcement Agencies](#). The Center was the first, and currently, one of only three centers in the world to hold these three accreditations simultaneously. To learn more, visit the department's [Web page](#) or like on [Facebook](#).

###